

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2021

Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 12

(Issued February 7, 2022)

To clarify the basis of the Postal Service's FY 2021 *Annual Compliance Report* (ACR), filed December 29, 2021,¹ the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than February 14, 2022.

Customer Access and Satisfaction

1. The Postal Service recently launched its official podcast called Mailin' It!²
 - a. Please list the channels or applications where the public may listen to the podcast, such as Spotify, Apple Podcasts, etc.
 - b. Please describe customer reception of the podcast. In the response, please explain how the Postal Service has been monitoring reception to podcast episodes.
 - c. Please explain how the Postal Service is advertising the podcast or letting the public know it is available.

¹ United States Postal Service FY 2021 *Annual Compliance Report*, December 29, 2021 (FY 2021 ACR).

² <https://usps-mailin-it.simplecast.com/>.

- d. Please explain how the Postal Service chooses subjects of each episode, and how many episodes the Postal Service plans to release.
 - e. Please describe the criteria the Postal Service will use to evaluate the success of the podcast.³
 - f. Please describe any future initiatives or plans to reach the consumer online, on social media, or the digital space.
2. The Postal Service explains that customer satisfaction with Market Dominant products declined in FY 2021 for residential and small/medium business customers because “[t]he COVID-19 pandemic had profound impacts on the Postal Service and its customers. Residential customers relied on package delivery during the COVID-19 pandemic, and volume of traditional letter and flat services declined.” FY 2021 ACR at 77. Please explain why and how the COVID-19 pandemic increased reliance on package delivery, and decreased demand for letters and flats caused declines in customer satisfaction with Market Dominant products for residential and small/medium businesses, but not large businesses.
3. Please describe specific actions, plans, initiatives, or strategies for improving residential and small/medium business customer satisfaction with Market Dominant products in FY 2022. In the response, for each customer type (residential and small/medium business):
- a. Please describe specific actions the Postal Service plans to take to improve customer satisfaction with Market Dominant products.

³ For example, these criteria could include the number of people listening to the podcast each week.

- b. Please explain how these actions are targeted or tailored to improve customer satisfaction with Market Dominant products for that customer type.

By the Chairman.

Michael Kubayanda